



# Technical Support/Customer Support Technician

## Enseo

For more than 21 years, Enseo has been known as the backbone of the hospitality in-room experience. The company's superior products, including set-back boxes and applications, are preferred by the world's largest hotel groups. Enseo is a dynamic and fast-paced technology provider that is transforming industries with emerging digital products. We are always on the lookout for world-class talent with a passion for exceeding expectations. Is that you?

## General Description

Dedicated. Dependable. Organized. It's a list of common traits, but together, they make uncommon people. People who think differently — smart people who can adapt to any situation. If you are seeking a phenomenal opportunity to contribute and hone your primary skill set and be challenged to grow as a professional by applying your innovative thinking and approach, then this is your chance to join our team.

## Skills

- Do you have 2-3 years of **Technical** Help Desk/Customer Support experience?
- Can you and will you be able to work all shifts including weekends?
- Do you pride yourself in having excellent verbal and written communication skills?
- Would others describe you as patient, courteous and friendly?
- Is customer service at your core?
- Can you work independently and do you have that internal drive to keep on task and motivated?
- Do you possess the knowledge and experience of general IT, networking concepts, as well as network fundamentals?
- Do you possess the ability to troubleshoot entire systems including hardware and software issues directly with clients and end-users?
- Do you possess knowledge and experience with satellite technology?
- Can you follow policies and procedures while maintaining accurate and detailed helpdesk tickets?
- Do you have the experience of providing technical support for clients and end-users through various lines of communication, including email, phone, and live chat support?
- Do you have any industry certifications that you believe speak to your ability and skillset?
- Any chance you are bilingual and speak Spanish? That's a PLUS!

## Responsibilities

We will rely on your arsenal of skills and talents to perform the following:

- Provide attentive, patient, dedicated, and innovative technical support to customers via phone, email, and/or chat and remote management software, in a timely and professional manner.
- Be proactive to raise issues of concern and/or problems to the team and coordinate internal support to resolve issues for customers.
- Document and track all customer interactions in order to maintain accurate data records regarding specific issues and document findings and resolutions for additional knowledge base documentation within help desk management systems.
- Proactively notify and work with customers and end-users when monitored issues are detected.
- Upsell and/or suggest additional products and services to customers and end-users.
- Retrieve, review, verify, collect, record, and update customer contact information and data.

## Benefits

We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive pay and an extensive benefits package including paid time off, medical, dental and vision benefits. Plus, we work to maintain the best possible environment for our employees and strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning, and culture.

**Please send resume to Katy Ericson, Vice President of Human Resources at [kericson@enseo.com](mailto:kericson@enseo.com)**